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ABSTRACT

Lottery money in California, part of which is required by law to be distributed to educational institutions, provides avenues for innovative services. A pilot program was supported by the administration of California State University, Long Beach, to provide faculty access to CAS (Chemical Abstracts Service) ONLINE (a remote database), which could be searched from their offices without library funding. This pilot project allowed the distribution of requested and timely library services outside the library. Faculty in nine academic departments participated in the project: Anatomy & Physiology, Biology, Chemistry, Chemical Engineering, Geology, Home Economics, Mechanical Engineering, Microbiology, and Physics. One faculty member in each academic department was designated as liaison. All departmental liaisons reported excellent feedback from users and potentially interested users of the online database. The librarian served as a learning resource for the faculty. This paper briefly discusses: (1) the set-up process; (2) overall coordination; (3) communication with CAS, Accounts Payable, academic departments, individual faculty, and other librarians; (4) future services (e.g., extension to other databases and systems, to graduate and undergraduate students, to dorms, and to staff); (5) the duplication of online and printed sources; (6) networking; (7) costs; and (8) the role of the librarian in providing these services. (7 references) (Author/SD)

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THE FUTURE OF ONLINE SERVICES TO FACULTY:
A PILOT PROJECT WITH CAS ONLINE

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KEYWORDS CAS ONLINE, ONLINE SEARCHING, END-USERS, FACULTY, INFORMATION
RETRIEVAL, BIBLIOGRAPHIC INSTRUCTION, TEACHING, DISTRIBUTED LIBRARY
SERVICE, ACADEMIC LIBRARY, LIBRARIAN, SUCCESS, GRANT, TRAINING

ABSTRACT: Lottery money in California provides avenues for innovative services. A proposal, a pilot project to provide faculty access to CAS ONLINE, a remote database from STN (a database vendor), which could be searched from their offices without library funding, was supported by the administration of California State University, Long Beach (CSULB). This pilot project allowed the distribution of requested and timely library services outside the library. Faculty in nine academic departments at CSULB, participated in the proposal: Chemistry, Chemical Engineering, Biology, Anatomy & Physiology, Microbiology, Geology, Physics, Mechanical Engineering, and Home Economics. One faculty member in each academic department was designated the liaison. All departmental liaisons reported excellent feedback from potentially interested users of CAS ONLINE. The liaison worked with the author to communicate with all full and part-time faculty, to set up classes, and to plan the most equitable distribution of the available monies. The librarian planned and taught the classes and served as a resource for the faculty. The paper discusses advantages of this pilot project. Details of the process set up for communication and the overall coordination of the pilot project are highlighted. Communication with Chemical Abstracts Services, Accounts Payable, academic departments, individual faculty, and other librarians; expenses; and problems are included. Thoughts on the future of these services (extension to other bases and systems, to graduate and undergraduate students, to dorms, to staff), the duplication of online and printed sources, networking, costs, and the role of the librarian in the provision of these services - are briefly discussed.

1 BACKGROUND

California, as other states in the United States and other countries, conducts state-controlled gambling in the form of a lottery. The law requires that the profits be divided and part of them be distributed to educational institutions in support of education. For the past several years California State University, Long Beach, has received funds from the state lottery and has benefited from the creative opportunities these funds provide. The campus administration divides the funds into several pools of money for which faculty can compete. The project described in this paper is a natural extension of

several successful projects in past years, all of which were built upon the very successful CSULB Library end-user online bibliographic search service.

The strong end-user online services program was developed at CSULB in 1982. This program combines with a successful library instruction program begun in 1978, continuing excellent librarian/instructional faculty relations, lottery funds, the academic rate for CAS ONLINE, and the interest of the Director of the CSULB Library, to offer, in his words, "distributed library services", to the CSULB community. In addition in 1987 the CSULB library announced a new service to CSULB faculty: the opportunity to search the online catalogs of the University of California (MELVYL) and UCLA (ORION) from their offices - and the library paid the basic fee for online services. All these activities provided fallow ground for the growth of the library's online services which now, due to the lottery pilot project, expand beyond the library. The pilot project to extend online bibliographic services to faculty for searching from their offices in a "distributed library service" was on its way.

In 1988/1989, nine academic departments in three schools on campus were participants in a "distributed library service" which provided access to an online database from faculty offices, laboratories, or homes. The database was CAS ONLINE, Chemical Abstracts online, the largest English-language indexing service in the world, indexing and providing abstracts to articles in over 12,000 journals as well as to books, conferences, technical reports, dissertations, and patents. The information covered in CAS ONLINE begins with the 1962 volume and covers the literature to date. It is a rich, strong and responsive source of information in almost every science subject area but medicine. The database is provided via STN, a vendor which offers many scientific databases. CAS ONLINE is produced by the Chemical Abstracts Service in Columbus, Ohio, and is provided to academic libraries with a subscription to the printed Chemical Abstracts at one-tenth the regular cost.

2 THE PROPOSAL

The proposal, submitted to the CSULB Vice-President for Academic Affairs in Spring 1988 is included here:

"Since the beginning of April 1988, the University Library has offered CAS ONLINE as a new self-searching service with concurrent classes in searching procedures and techniques. CAS ONLINE, from STN International, provides access to the online version of Chemical Abstracts at an academic rate ten percent of the full searching charge, \$106.00 per hour. This charge is one third the cost of the traditionally inexpensive evening and weekend self-searching online database service offered by the Library.

"In addition to being the largest English language indexing service and providing online access back to 1962, CAS ONLINE is extensive in its subject coverage. Information contained in it is scientifically interdisciplinary and covers all areas of chemistry: organic, inorganic, analytical, physical, applied and macromolecular; biochemistry; metallurgy, nutrition, textiles; and environmental engineering; enzymes and hormones; physics; microbiology; instrumentation, biology, and more.

PROPOSAL

"For several years faculty in the sciences have been requesting the option

of searching online databases from their offices. This proposal is for a pilot project to supply nine academic departments in three schools with deposit accounts to CAS ONLINE. Training for the use of CAS ONLINE will be conducted by the chemistry librarian who has specialized expertise in the chemical literature and the various means of accessing it.

ADVANTAGES

"The pilot project

- 1) facilitates, encourages, and supports faculty research
- 2) makes use of existing equipment
- 3) educates faculty to new technology which they in turn communicate to their students, improving the educational process
- 4) provides access to a large and complex interdisciplinary database
- 5) places the management of the deposit account for CAS ONLINE in the hands of the academic departments, a departure from the traditional library-supported services, and,
- 6) offers regularly scheduled training sessions for faculty in the use of these online services, taught by the chemistry librarian.

PARTICIPANTS

"Faculty researchers in nine academic departments have enthusiastically agreed to act as liaisons in the event the funding becomes available. They will assist the author in communicating to their colleagues the opportunities presented by access to CAS ONLINE. At first, they will also be the primary users of the CAS ONLINE from their own personal computers: Anatomy/Physiology, Biology, Chemical Engineering, Chemistry, Geological Sciences, Home Economics, Mechanical Engineering, Microbiology, and Physics/Astronomy.

TIMELINES

"September 1988 through June 1989

BUDGET

"9 CAS ONLINE deposit accounts (1 for \$1000, 2 for \$400, 6 for \$200) averaging 20.5 hours searching per year per department	\$ 3,000.00
Telecommunications for the departments (!10 per hour for 184.5 hours)	1,845.00
9 CAS ONLINE set-up fees of \$25 each (includes start-up manuals)	225.00
Duplicating fliers, handouts, and other instructional materials for class	400.00
CAS ONLINE advanced training for chemistry librarian (CA and REGISTRY files)	500.00
Travel to Columbus, OH for training	1,000.00
CAS ONLINE manuals for library support	500.00

	\$ 7,470.00 "

3 THE LIAISONS

One faculty member in each department was selected to serve as the departmental liaison - the link between the author and the department. The liaisons were selected on the basis of their familiarity with the library and its services, their past record of online searching (mainly mediated), and the

knowledge that they were still researching and publishing. These faculty were, in fact, delighted to be selected to serve in this function for the pilot project. Each agreed to help coordinate communication within the department such as publicity, announcements of training dates and times, and changes in online access times, to help orient other faculty to equipment and searching CAS ONLINE, and to forward questions or problems to the author.

Each liaison had, or promised to have by the time the project got off the ground, a working computer, a modem, and a phone. By the middle of spring semester, two have still had not installed their modems. "No time" is the excuse along with "I don't know where to get one." That the liaison does not have a computer on which to demonstrate searching CAS ONLINE has not stopped other faculty in each of these departments from beginning to search to to make use of the enormous research tool now available to them. Some faculty were inspired by the opportunity this proposal presented and purchased a modem early on. Others adapted this new computer system to the others which they used frequently, adding CAS ONLINE to their list of accessible databases quickly.

Response by the departmental faculty was enthusiastic and suprising. Enthusiastic because the faculty responded positively to the positive aspects of the project - that it was "free" and they did not have to walk to the library. Suprising because the numbers expected did not turn out and the faculty identified by the liaison and the author in the preliminary planning stages, were often not the ones who replied to the announcement of the pilot project. Of the faculty in all the nine departments, April the following numbers had been trained

	ANTICIPATED	SO FAR
Anatomy and Physiology	10	1
Biology	20	4
Chemical Engineering	4	1
Chemistry	20	11
Geology	3	1
Home Economics	5	3
Mechanical Engineering	14	2
Microbiology	10	7
Physics	7	1
	-----	-----
	93	31

4 THE LIBRARIAN

It was the role of the author to visit each departmental liaison and together work to set up the computer, to orient each liaison to the procedures of online searching, to train each how to search CAS ONLINE, and to test the telecommunications software and modem. The librarian set up the training sessions and taught basic online searching philosophy and techniques to the faculty. She also served as a resource for questions from the faculty such as how to download. Two hour classes were set up each Friday during the month of February, and monthly for March, April, and May. Faculty have the option of setting up an individualized training session, if desired. Additional sessions will be scheduled in June. Classes are taught by using an overhead projector with a Sharp projector, each connected to the computer. Using a Sharp projector, the CAS ONLINE screen is visible from the back of the room.

This equipment is an excellent teaching tool and is an integral part of the CSULB Library's online bibliographic instruction classes.

Research time during the semester is a precious commodity at an institution where the teaching load averages twelve units per semester. Most of the faculty responded at the end of the semester break. Others who wish to take part in this pilot project will come at the end of the semester. Between the end of the semester and June 30 when the lottery project ends, faculty participation is expected to grow to the numbers anticipated in the proposal.

5 ADVANTAGES OF THE PILOT PROJECT

The idealized advantages of the pilot project as envisioned by the author are listed in the PROPOSAL. Most of the stated advantages have been met.

The faculty, education as a whole, and the library benefit from the project. Those faculty with computers in place benefit the most - a sample of those who have, get. Others, made aware of the value of an in-situ computer, start thinking about getting one. The pilot project benefits all the faculty in the departments even those who do not have computers since it brings the speed and currency of online searching to their doors. Some faculty are aware of online searching but would not take advantage of it if they had to go to the library to use it. Also, faculty never expected to respond, responded. Some were not aware of the closeness of online services. The online services, CAS ONLINE can be communicated to the students. Part-time faculty, often forgotten were included.

The library benefits from increased visibility and the delivery of a valuable, fast, efficient and impressive research opportunity. Librarians are called upon to display their electronic expertise and to instruct in the use of these specialized online databases in which they excel.

6 PROBLEMS AND FRUSTRATIONS

The awards were announced by the campus administration in Spring of 1988. The distribution of the funds and the paperwork for the services were delayed internally until late October. Once the paperwork was freed and sent to Columbus, it was processed posthaste. However by the time the accounts were set up, the publicity out, and the pilot project ready to go, it was the end of November with the Thanksgiving holidays and the beginning of the finals crush. Before long the semester break arrived and the faculty were gone.

Other problems occurred with the mailings due to the specific way the Chemical Abstracts Service accounts are set up. Time and space do not allow a discussion of these problems. To their credit, the CAS people have bent over backwards to correct glitches and all is now functioning smoothly.

7 EVALUATION OF THIS SERVICE BY THE FACULTY

Informal evaluations by faculty include comments such as: "I know my field inside and out but I was not aware there was so much on my subject (an invertebrate) in a chemical database." Another faculty member with an excellent reputation as a researcher, told me he was writing to another researcher in Moscow to apologize for not including the Russian researcher in the bibliography of an article just published. He had just found the

reference by using CAS ONLINE. On the other hand, one chemist was hesitant to take advantage of the service since he did not want to get used to it and then have it taken away from him when the fiscal year ended June 30, 1989.

8 THE FUTURE

After June 30, 1989, faculty will again be forced to come to the library to use the library's equipment and databases and to pay for these services grants, their own pockets, or departmental funds.

The Library at California State University, Long Beach is not the only library to have CAS ONLINE available to the Chemistry department. The library at the University of Oregon has had this service in effect for many years. Also the library at the California Institute of Technology in Pasadena offers their faculty CAS ONLINE. Other institutions teach online searching of chemical and other database (1, 2, 3, 4, 5, 6, 7).

Eventually most universities will offer online searching to faculty in all departments, all subject areas, in fulfillment of the phrase coined by the Director of the CSULB Library and Learning Resources: "distributed library services". With computers so prominent in so many service areas, the promise of this phrase may occur soon.

Who will pay for the services? Libraries will pay for the print copy which still is the standard for many researchers. It is the print copy which allows the low cost access to the online version of Chemical Abstracts. Costs for the online services will be borne by the libraries and over time may be shifted to the departments. Until then monies to support online services will eventually come from funds currently used to purchase books and journals and from other sources. Ideally these funds would come from a separate online budget similar to the serials line item. Academic departments may have to assume costs which are accrued over the budget's line amount.

It is certainly conceivable that departments would be willing to assume some of the full costs of searching CAS ONLINE or other services, starting with modest support and gradually building to where they support all the research needs of their faculty, but this seems unlikely. The library will play a pivotal role in the provision of online services for some of the reasons stated in this discussion. In addition faculty during the academic part of the year do not have the time to learn a new system or to relearn an old system. They will continue to rely on the librarian for mediated searches or for training and review sessions for databases which they frequently use.

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